## What is claimed is:

 A method of managing knowledge within an organization, said method comprising:

connecting a computer to a service provider;

running a browser on said computer;

receiving for core knowledge a request from a user;

prompting the user to respond to options and refine the knowledge request while storing the user's answers as knowledge fragments linked to the knowledge request; and while said browser is running and iteratively performing the following steps a-d:

- a) assessing a knowledge base and retrieving the information control of said knowledge base in said computer;
- b) identifying on said knowledge base one or more knowledge fragments linked to the core knowledge unit;
- assessing said knowledge fragments and storing the information content of said different fragments in said computer; and
- d) displaying said stored core knowledge and knowledge fragments on the computer.
- 2. The method of managing knowledge within an organization, including said service provider organizing and following competitors by using data storage unit.

- 3. The method according to claim 1 wherein the assessing and storing of information in step (c) is a continuous process, thereby resulting in a Learning History Cluster capturing the organization's experiences.
- 4. The method according to claim 3 including extracting tacit assumptions underlying work practices of individuals within the organization, and forming a cluster called Insight Cluster Networks for information about the organization.
- 5. The method according to claim 3, including recording knowledge fragments concerning data for day-to-day concern of the organization and forming an Activity Network Cluster.
- 6. A computer-implemented apparatus for classifying knowledge into an Interactive Document Cluster Network (InDocNet), said apparatus comprising:

a framework of a set of key axes of concern and points of concern;

said axis of concern providing links for tagging a document;

a set of entry interfaces;

a set of data storage units, and

a set of knowledge display interfaces.